GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:260
ANSWERED ON:19.02.2003
SHIFTING OF TELEPHONES
BIR SING MAHATO;MANSUKHBHAI D. VASAVA

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the telecom department has fixed any time limit for the shifting of telephones;

(b) if so, the details thereof;

(c) whether the time limit has been violated during the last two years;

(d) If so, the number of officials found guilty in this regard during the said period, State-wise; and

(e) the action taken/proposed to be taken against them?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUI MAHAJAN)

(a)&(b): Quality of Service parameters are laid down and monitored by Telecom Regulatory Authority of India (TRAI) in terms of TRA Act, 1997 as amended vide TRAI (Amendment) Act, 2000. As per TRAI Regulation on Quality of Service of Basic and Cellular Mobil Services, 2000(2 of 2000) dated 5th July 2000, 95% of requests for shifting of telephones are to be completed within 3 days. Regarding All India Shift, no fixed time limit has been prescribed by TRAI. However, time limit of one month for inter-city (All India) shift is being followed.

(c) Normally telephone shifts are carried out within the prescribed time period. There have been some delays in shift of telephones due to area being technically non-feasible and subscriber reasons. However some cases of deliberate delay have come to notice in Mahanagar Telephone Nigam Limited (MTNL) Delhi.

(d) 13 officials in MTNL Delhi have been found guilty.

(e) Departmental action in form of issue of Warning letter and initiation of proceedings for major and minor penalties have been taken against these officials.